SimpleVoIP Analytics

Supplemental Terms and Conditions

Service Description

The service allows end-users to monitor customer experience and manage staff using historical and live call data. SimpleVoIP Analytics connects to a hosted telephony platform and models live call events, allowing reporting and live call views to be accessed.

Packages and Pricing

	Insights	Enhanced Analytics
Features	$FREE	$1.50 / User[1] Max $30/ Site
Reports	Insights[2]	Analytics[2]
Dashboards		Analytics[2]
Wallboards		Analytics[2]
User Groups	●	●
Directories	●	●
Filters	●	●
Scheduling	●	●
Report Exports	●	●
Recording Playback		●
Call Tagging		●
Workspaces		●
Call Session View		●

Note 1: Modeling charge, required for all the users at a location.
Note 2: See Reporting and Dashboard/Wallboards charts for listing of what is available with each type.

Analytics Supervisors & FireTV Requires Analytics Add-On	Includes	Cost (USD)
Analytics Supervisor	Post Call Dashboard Access	$30
Live Analytics Supervisor	Live Analytics Call Data	$50
Contact Centre Supervisor	Agent/Queue Grids, Agent/User/Call Control, Live Call Center Data	Included with Call Center Supervisor license
FireTV Wallboard[4]	Analytics Wallboards	$10
	Live Analytics or Contact Center (Price Per Wallboard)	$20

Note 4: FireTV Wallboard feature set is based on the supervisor license of the user it is assigned to.

Reporting	Insights Supervisor	Reports / Analytics / Live Analytics / Contact Center Supervisors
Features		
Filtering / Charts	●	●
Call Session View / Recording Playback		●
Call List Reports		
Call List (Non-Segmented)	●	●
Abandoned Calls, Unreturned Abandoned Calls	●	●
Call List (Segmented), Call List (Internal)		●
Call List (Trunk to Trunk) / Call List Recorded Calls		●
Call Cost Reports		
Call Cost by Number / Number Type	●	●
Call List (Rated Calls Non-Segmented)	●	●
Call List (Rated Calls Segmented)		●
Call Cost by User		●
Call Tag Reports		
Call Tag Summary		●
Caller Id & DID Reports		
Calls by Location, Area Code, Country	●	●
Calls by Number, Number Type	●	●
Top Dialed/Received Numbers	●	●
Calls by DID / Service Number / State/Province		●
Outgoing Calls by Caller Id Name/Number		●
Performance Reports		
Abandoned Calls by Day & Time		●
Service Level by Day & Time		●
Queue Reports		
Call List (Queue Calls)		●
Calls by Queue Name / Number / by Day & Time		●
Queue Performance		●
Prefix Reports		
Incoming Calls by Route Path Name / Number		●
Time-Based Reports		
Calls by Day & Time / Duration / Month / Week		●
Calls by Hold Time, Ring Time, Talk Time		●
Trunk Usage		●
Account Reports		
Calls by Account	●	●
Service Level by Account		●
User & Device Reports		
Calls by Device, User, User Group		●
Calls Completed by User		●
Calls by Parking Slot		●
Agent Reports		
Agent, Agent Status & Away Reasons Summary		●
Agent Status Detail		●
Calls Completed by Agent		●
Teams Reports		
Teams Call List / External Tenant	●[6]	●[6]
Teams Calls by User / Meeting		●[6]

Note 6: Additional Microsoft Teams Modeling license required.

Dashboards / Wallboards	Analytics Supervisor	Live Analytics Supervisor	Contact Center Supervisor
Features			
Concurrent User Access	3	Individual Licenses	Individual Licenses
Customizable Views	●	●	●
Click-through	●	●	●
Alarms	●	●	●
Call Data / Modeling	Post Call	Live Call	Live Call
Filtering	●	●	●
Call Control			●
Silent Monitor, Agent/User Control			●
Statistics			
Call Times (Sum, %, Avg, Min/Max, Total)	●	●	●
Call Totals (Sum, %)	●	●	●
Support, Misc	●	●	●
Tagged Calls, Service Levels, Current Period Stats	●	●	●
Active Call		●	●
Agent Status			●
Views / Tiles			
Views / Tiles per view	5 / 64	5 / 64	5 / 64
Single Stat, Circular Gauge	●	●	●
Unreturned Abandoned Calls Grid	●	●	●
Image/Video	●	●	●
Multi-Stat List	●	●	●
Multi-Stat Cycle	●	●	●
Status by Time Chart	●	●	●
User Grid	●	●	●
Queue Grid	●	●	●
Agent Grid			●

Note: Reports Supervisors do not get access to Dashboards / Wallboards.

Data Retention Policy

SimpleVoIP Analytics throughout its period of activity collects and holds all the end users call data in a secure environment.

<table>
<tr><th rowspan="2">Data Type</th><th rowspan="2">Description</th><th colspan="2">Retention Period</th></tr>
<tr><th>Active Accounts</th><th>Closed Accounts</th></tr>
<tr><td>Call/Status Data</td><td>This includes information on telephone calls logged and user/agent state change information.</td><td rowspan="4">12 years</td><td rowspan="2">90 days</td></tr>
<tr><td>Audit Data</td><td>Audit data for access to the system, actions and activities.</td></tr>
<tr><td>Configuration Data</td><td>Configured Workspaces, Templates, Filters, Schedules, Views and Favorites.</td><td rowspan="2">90 days</td></tr>
<tr><td>User Account Data</td><td>User account information including name, email and password hash/salt.</td></tr>
</table>

Service Fair Usage

The following soft limits are in place for all Dimensions end users.

- *Filters per workspace – 50*
- *Schedules per customer – 20*
- *Scheduled Reports Per Day - 10*
- *Reports per schedule – 10*
- *Max Rows per scheduled report – 50,000*
- *Max Rows per manual report – 5,000*

A request can be made to Support for these limits to be changed on an end user account basis. However, these limits are set for end user performance and experience. SimpleVoIP has the right to reject any requested change that would negatively impact end user performance or experience.